



# KANNAN SUBRAMANIAM

## FRONT OFFICE MANAGER

### PROFILE AND OBJECTIVE

An energetic, talented and result driven professional, an enthusiastic, self-motivated, reliable, responsible and hard-working person with high ambitions. Qualified professional with extensive work experience in the hospitality industry. Expertise in Rooms Division Operations, Staff Supervision. Expertise in hotel operations and handling team of personnel in direct supervision. Career record of achieving set goals within parameters of cost, quality, time, profitability and resource utilization.

### PERSONAL SKILLS & STRENGTHS

Able to work under pressure, capable Of working as part of a team  
Confidently, Out-of-the-box thinker, highly organized, have very excellent written and oral communication skills in English, Confident and decisive, Professional attitude and appearance, Attention to detail and accuracy, Planning and organizing skills, Scheduling and Problem analysis and, Decision-making

### CONTACT

ADDRESS:

**SENTIDO PALM ROYALE SOMA BAY**

Hurgada, Egypt.

PHONE: **+201271092052**

EMAIL:

**khannan16@gmail.com**

### EDUCATION & TRAINING COURSES

- Successfully completed the course COVID-19 carried out by eHotelier Academy.
- Leadership Skills Training Program, which has been carried out by American Hotel & Lodging Association "AHLA" in collaboration with the Egyptian Tourism Federation.
- Front Office Skills Development Program, which has been carried out by American Hotel & Lodging Association "AHLA" in collaboration with the Egyptian Tourism Federation.
- Marketing is every body's Job which has been carried out by American Hotel & Lodging Association "AHLA" in collaboration with Egyptian Tourism Federation.
- Front Office Management Course, Starwood Hotels.
- Service Culture 1 & 2.
- Front office Up Selling (TSA)
- Fire Fighting and First Aid Training.
- Train the Trainee Workshop, Sheraton Hotel.
- Six Sigma Program, Sheraton Hotel.
- P.R.O.G.R.E.S.S through people, Sheraton Hotel.
- Brand Training, Starwood Hotels Worldwide.
- Time Management, Sheraton Hotel.
- "Yes I Can" training Program, Radisson SAS.
- 100% Guest Service Satisfaction Guarantee, Radisson SAS
- Starwood Preferred Guest Loyalty Program Commitment, Sheraton Hotel

### ACHIEVEMENTS

- **Employee of the year 2002.**
- **Employee of the month of May 2002.**
- **Employee of the month of November 2001.**
- **Certificate of Excellence for 2000 awarded by Starwood Hotels & Resorts World Wide.**
- **Certificate of Champions of the Trip Advisor**

### WORK EXPERIENCE

- **Acting Rooms Division Manager SENTIDO Palm Royale Soma Bay, Hurghada, Red Sea, Egypt 2021 to present**

## OTHER DETAILS

Nationality : Sri Lankan  
Marital Status : Married  
Gender : Male

## REFERENCE

Furnished promptly upon request with supporting documents.

- Front Office Manager SENTIDO Palm Royale Soma Bay, Hurghada, Red Sea, Egypt 2016 till 2020
- Front Office Manager Palm Royale Soma Bay, Hurghada, Red Sea, Egypt 2013 till 2015
- Assistant Front Office Manager Intercontinental Abu Soma, Hurghada, Red Sea, Egypt. 2011 till 2012
- Night Manager, Sheraton Jumeirah Beach Resort & Towers, Dubai, United Arab Emirates. 2004 till 2010.
- Asst Manager Front Office Sheraton Jumeirah Resort & Towers, Dubai, United Arab Emirates. 2003 till 2004.
- Shift Leader Front Office Sheraton Jumeirah Resort & Towers, Dubai, United Arab Emirates. 2001 till 2003.
- Guest Service Agent Sheraton Jumeirah Resort & Towers, Dubai, United Arab Emirates. 2000 till 2001
- Guest Service Agent Radisson SAS Jumeirah Dubai, United Arab Emirates. 1999 till 2000.
- Receptionist Rivierina Sri Lanka

## FRONT OFFICE MANAGER SENTIDO PALM ROYALE SOMA BAY.

Fully in charge of the whole operation of the Front Office Department, House Keeping and Recreation Department.

- Direct the activities of key guest contact departments by giving guidance, leadership and instruction to managers. Hires, supervises, counsels, disciplines, and evaluates all guest services.
- Monitors all rooms related systems that directly impact the guest, to ensure proper procedures are in place and followed which allow for an outstanding guest experience
- Assists in managing the execution of all operations in the rooms area departments (Front Office and Housekeeping)
- Controlling and minimizing Hotel Costs. Exceeding targets and motivating all staff to achieve goals and maximizing profits.
- Evaluate levels of Guest satisfaction and monitor trends, with a focus on continuous improvement
- Providing new motivated up-selling techniques to promote hotel services and facilities
- Set departmental objectives, work schedules, policies, and procedures
- Conduct monthly communication meetings and produce minutes
- Maintain appropriate standards of conduct, hygiene, uniforms, appearance and posture of Front Office employees.
- Handling email campaign.
- Monitoring the web management to maintain the hotel ranking.
- Responds to and handles guest problems and complaints.